



CareerSource Central Florida Board of Directors Meeting

Orlando Economic Partnership
301 E. Pine Street, Suite 900, Orlando, FL 32801
Friday, November 3, 2017 / 10:00 a.m. – 11:00 a.m.

Conference Call-in phone number: (866) 576-7975 / Participant Access Code: 299848

Strategic Goals developed by the Board:

- CareerSource Central Florida will become business focused in all efforts
- CareerSource Central Florida will identify ways to measure progress and Return On Investment (ROI)
- CareerSource Central Florida will become the workforce intelligence organization for workforce development in Central Florida

Item	Agenda Topic	Action Item	Info/ Discussion Item	Presenter
1	Welcome <ul style="list-style-type: none"> • New Board Member Introductions 			Debbie Clements
2	Mission Moment			Mimi Coenen
3	Roll Call / Establishment of Quorum			Kaz Kasal
4	Public Comment			
5	Chair's Report			Debbie Clements
6	Consent Agenda: <ul style="list-style-type: none"> A. Any Consent Agenda Items need to move to Action Items? B. Draft Minutes of 6/28/17 Board Meeting C. Operations & Finance Report D. President's Report 	X		Debbie Clements
7	Information: <ul style="list-style-type: none"> A. Department of Economic Opportunity (DEO) Region 12 Performance Report B. Committee Reports <ul style="list-style-type: none"> 1) <u>Executive</u> <ul style="list-style-type: none"> a) Legal Item 2) <u>Revenue Diversity Ad Hoc</u> 3) <u>Audit</u> 4) <u>Community Engagement</u> 5) <u>Finance</u> 6) <u>Governance</u> 7) <u>Career Services</u> <ul style="list-style-type: none"> a) Revised Metrics – FY 17-18 		X X	James Finch Workforce Services Administrator Department of Economic Opportunity Committee Chairs: Debbie Clements Eric Jackson Eric Ushkowitz Jody Sweet Joseph Sarnovsky / Mark Wylie Mark Wylie Kathleen Plinske / Richard Sweat
8	Other Business			
9	Adjournment / Board Retreat			

Upcoming Meeting:

- Board Meeting/Board Information Session: 9:00 am to 12:00 pm, Thursday, 12/14/17
Lynx Office / 455 N. Garland Ave., Orlando, FL 32801



Mission Moment

CSCF Project Success Story

Project Restore

11/3/2017

In a span of just a few weeks, Florida and the Caribbean Islands were rocked by two devastating storm systems. As a result of these catastrophic events, the Central Florida region finds itself a haven for many individuals in need of employment – locals left jobless due to Hurricane Irma, and those displaced from Puerto Rico due to the impacts of Hurricane Maria.

The catastrophic damage caused by Maria throughout the island resulted in many people evacuating Puerto Rico and coming to Florida for assistance and relief. Central Florida was a natural destination for evacuees, due both to its proximate location as well as having a large existing population of Puerto Ricans already established in the region.

CareerSource Central Florida acted quickly, mobilizing internal resources and stationing at community sites to serve large numbers of displaced citizens. Through these efforts, CSCF was able to place several evacuees into disaster recovery jobs where they could help others affected by the storms. These families had amazing stories of survival, perseverance, and resilience of the human spirit. CareerSource Central Florida connected two displaced families to temporary disaster recovery positions as Humanitarian Workers at Good Samaritan Village. The long-term plan is to find permanent employment, should they decide to remain in Central Florida.

Due to the emotions associated with leaving their homes, many of those we've helped had a difficult time expressing their appreciation through the tears they shed. However, all expressed gratitude at crossing paths with CSCF.

"I cannot imagine going through what we have gone through without the assistance, compassion, and efforts of CareerSource Central Florida and the staff within. I will eternally be grateful and an advocate of all that you do." – Roberto Rivera

CareerSourceCentralFlorida.com
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The Jimenez Family

The Jimenez family is grateful for all the services and assistance that has been provided to them so far.

Although each has their own amazing story of survival and fortitude, as a family they are united by faith, the will to rebuild their lives, and the even stronger bond they share as a family. This family lived in a gated community but decided to come to Florida when neighbors were kidnapped and robbed for their generator. They packed what they quickly could and left everything else behind.



Roberto Rivera

Roberto Rivera - was a very successful business owner in Puerto Rico. As a CPA, he had an established list of clientele which he had built a long lasting working relationship with. When his clients began leaving the island, Roberto knew it was time to leave as well.

He was very impressed with the hospitality shown at our center and how he was welcomed by the community. His 2 children are now enrolled in school and he is only looking forward.

Draft
Board of Directors Meeting
GuideWell Innovation Center
6555 Sanger Road, Orlando, FL

Wednesday, June 28, 2017
9:00 a.m.

MINUTES

MEMBERS PRESENT: Eric Jackson, Greg Beliveau, Paul Bough, Wendy Brandon, Robert Brown, William D’Aiuto, John Davis, John Gill, Nicole Guillet, Mark Havard, Brian Michaels, Jack Plettinck, Jim Sullivan, Jane Trnka, Larry Walter, and Mark Wylie

MEMBERS ABSENT: Glen Casel, Debbie Clements, Melanie Cornell, Leland Madsen, Sheri Olson, John Pittman, Kathleen Plinske, Joseph Sarnovsky, Richard Sweat, Jody Sweet, Chuck Todd and Eric Ushkowitz

STAFF PRESENT: Pam Nabors, Mimi Coenen, Leo Alvarez, Ann Beecham, Nilda Blanco, Tonya Elliott-Moore, Steven Nguyen, Robert Quinlan, Bradley Collor, Nikesha King, James Bloodworth, Darlene Davis, Katherine Vega, Janet Saunders and Kaz Kasal

GUESTS PRESENT: Barry Brockway/GuideWell Innovation Center; Rayon Clark/CSCF Participant; Bryan Jared/Hamilton Training; Clair Brady/Lake Sumter State College; Stephen Ball/Holland & Knight; Al Trombetta International Union of Painters & Allied Trades, Florida Finishing Trades; Heather Ramos/GrayRobinson

Agenda Item	Topic	Action Item / Follow Up Item
1	<p>Welcome</p> <p>Mr. Jackson, Board Chair, called the meeting to order at 9:05 am and welcomed those in attendance. Mr. Jackson introduced Mr. Barry Brockway, GuideWell Innovation Center’s Director of Operations, to provide an overview of the Center.</p> <p>Mr. Brockway greeted and welcomed the attendees to the GuideWell Innovation Center. Mr. Brockway stated that GuideWell’s mission is to help bring new ideas, through collaboration and integration, in order to propel health solutions in health industries. The Center is strategically located in Lake Nona’s Medical City, which is a great convening point. Mr. Brockway invited attendees to take a tour of the facility, which he will conduct after the meeting.</p> <p>Mr. Jackson stated the Consortium met on 6/21/17 and approved the following new Board Member appointments to the CSCF Board: Mr. Stephen Ball with Holland & Knight, Mr. Jeff Hayward with Heart of Florida United Way, and Mr. Al Trombetta, with International Union of Painters & Allied Trades, Florida Finishing Trades. Mr. Jackson welcomed the new Board Members and stated their memberships will be effective 7/1/17.</p>	

2	<p>Mission Moment Mr. Rayon Clark, CSCF participant, greeted the attendees and relayed his experiences of the CSCF services he received. When he met Ms. Nikesha King, CSCF Career Services Consultant, he was struggling to make ends meet on a low wage job with no benefits or room for growth. With Ms. King's assistance, Mr. Clark was able to receive CSCF funding and take welding training courses at Valencia College. Shortly after receiving his certification, Mr. Clarke stated he attained a welder position at \$17.09 per hour with benefits. Mr. Clark extended his thanks and gratitude to Ms. King; through her continued guidance and encouragement, he was able to keep motivated and complete the program, which resulted in a great position with a career path. Mr. Clarke thanked CSCF and Valencia College on the great program they offer.</p> <p>Ms. Coenen, Chief Operating Officer of CSCF, introduced Dr. Claire Brady, Vice President Enrollment & Student Affairs, Lake Sumter State College.</p> <p>Board Member Recognition Mr. Jackson recognized and presented Outstanding Service Awards to Mr. Robert Brown and Mr. Leland Madsen for their service on the board; both of their terms are ending on 6/30/17. Ms. Nabors recognized and presented Mr. Jackson an Outstanding Service Award for his leadership as Chair of the Board for program years 15-16 and 16-17.</p>	
3	<p>Roll Call / Establishment of Quorum Ms. Kasal reported that there was a quorum present with the Consortium and two-thirds quorum of the Board.</p>	
4	<p>Public Comment Mr. Brian Jared, Hamilton Training, introduced himself and stated he attended the ribbon-cutting event at the CSCF Southeast Orange County office. Mr. Jared commended CSCF for its clear intent to be business focused in all efforts.</p>	
1	<p>Chair's Report Mr. Jackson thanked the Board for allowing him to serve as Chair during the past two program years. Mr. Jackson commented that CSCF has made great strides towards being the best and strongly encouraged both staff and Board to keep striving towards this goal. There are still challenges ahead and it will be important to become more nimble and create opportunities, especially in the focus of revenue diversification as government funding decreases.</p>	
2	<p>Consent Agenda: Mr. Jackson asked the Board if any item on the consent agenda, as listed below, needed to be moved to the action item portion of the agenda.</p> <p>Consent Agenda:</p> <ul style="list-style-type: none"> • Draft Minutes of 4/26/17 Board Meeting 	<p>Mr. Brown made a motion to approve all items on the consent agenda. Ms.</p>

	<ul style="list-style-type: none"> • Operations and Finance Report • President's Report – Year End 	Brandon seconded; motion passed unanimously.
3	<p>Information:</p> <p>Committee Reports:</p> <p><u>Executive Committee</u> Mr. Jackson stated the Executive Committee met on 6/21/17 and discussed revenue diversification strategies. The Committee will provide updates and proposed strategies to the Board at a future meeting.</p> <p><u>Finance Committee</u> Mr. Alvarez, CSCF Chief Financial Officer, stated the Finance Committee met on 6/12/17. The Committee reviewed CSCF's retirement plan and budget to actual through 4/30/17, which is tracking as expected. The Committee also reviewed and approved to move to Consortium and Board the 17-18 draft Budget, which was emailed out to the Consortium and Board on 6/12/17 after the Finance Committee meeting.</p> <p><u>Career Services</u> Ms. Coenen stated the Career Services Committee met jointly with the Finance Committee on 5/25/17 in a workshop format to review the draft 17-18 Budget by line item. The focus will be more short term training for most impactful return on investment,</p> <p><u>Governance Committee</u> Mr. Brown stated the Governance Committee met on 5/11/17 and reviewed the proposed Board roster for FY 17-18 which the Workforce Investment Consortium approved at their 6/12/17 meeting. The Governance Committee also discussed and approved to move to Board proposed the Slate of Officers.</p> <p><u>Community Engagement Committee</u> Ms. Elliott-Moore stated that the Community Engagement Committee met on 5/22/17 and reviewed feedback from committee member Ms. Amy Wise on her visit to the one of the Centers. The Committee reviewed and discussed the 3 questions addressed at the Board Retreat in order to attain additional feedback, especially from non-Board committee members. The Committee reviewed and approved the 17-18 proposed outreach budget.</p> <p><u>Retirement Plan:</u> Mr. Alvarez provided a PowerPoint presentation (attachment) overview of CSCF's retirement plan. The plan has shown good growth with an employee participation rate is currently at 95%, about a 30% increase from last year and total assets have increased from 3M to 4.4M. Mr. Alvarez attributed the increase in participation to the education staff received from Chepenik Financial, CSCF's</p>	

	<p>retirement broker. Chepenik Financial has emphasized to staff the importance of saving and the value of planning for retirement. Additionally, retirement plan's website (Principal) provides tools that staff can utilize to better prepare and plan for their retirement, which includes target goal of 75% replacement of income at retirement. Ms. Nabors added the Finance Committee also reviewed CSCF's current retirement plan performance and is pleased with the outcomes.</p>	
<p>4</p>	<p>Actions to Vote on or Discuss</p> <p><u>Approval of the 2017-2018 Budget</u> Ms. Nabors stated that the 17-18 draft budget has gone through a significant vetting process, starting with the 5/25/17 Budget Workshop attended by the Career Services and Finance Committees where the draft budget was reviewed and discussed by line item. Then the Finance Committee reviewed and approved at their 6/12/17 meeting and the Workforce Investment Consortium reviewed and approved, contingent upon Board approval, at their 6/21/17 meeting. Overall, the draft 17-18 budget is at \$26.8M – a 3.5% decrease from last year. Efficiencies in every line item were looked at to absorb the 3.5%M reduction. Target goals from 16-17 to 17 are baseline; although funds have decreased, services will not.</p> <p>The Board discussed their concerns on the reduction in funds and the talent gap in this region. Lack of workers with the needed skills to fill the in-demand positions are on the increase. Additionally, the State uses the unemployment rate as part of the formula to determine funding allocations by region and this does not capture the many unemployed individuals “not on the radar” – either not receiving unemployment benefits or having exhausted their benefits. Ms. Nabors emphasized the importance to raise awareness and articulate the values of workforce development to local, state and federal legislators. The Board concurred and Mr. Jackson asked staff to prepare a “toolbox” so the Board can best advocate and educate local officials with quick impactful messages. Mr. Jackson stated that a subcommittee is being formed under the Executive Committee to research opportunities for revenue diversification, as he mentioned in his Executive Committee report.</p> <p><u>Board Metrics</u> Mr. Jackson referenced the strategic Board goals (attachment) which has been updated based on discussion at the 4/26/17 Board Retreat</p> <p><u>Modified Mission Statement</u> Mr. Jackson referenced the proposed modified mission</p>	<p>After review and discussion, Mr. Wylie made a motion to approve and accept the 17-18 Budget. Mr. Gill seconded, motion passed unanimously.</p> <p>After review, Mr. Havard made a motion to approve and accept revised Board strategic goals. Mr. Beliveau seconded, motion passed unanimously.</p> <p>Mr. Jackson made a motion to approve</p>

	<p>statement (attachment) which reads as follows: <i>CareerSource Central Florida finds and develops talent to keep Central Florida businesses competitive and connects Central Floridian to career opportunities.</i></p> <p><u>Slate of Officers</u> Mr. Brown referenced the proposed Slate of Officers, which the Governance Committee has moved for Board review and approval as listed below. All individuals listed below have agreed to serve:</p> <p>President: Debbie Clements Vice President: Mark Wylie Treasurer: Joseph Sarnovsky Secretary: Leland Madsen</p>	<p>and accept the CSCF modified mission statement as presented. Mr. Walter seconded, motion passed unanimously.</p> <p>Mr. Beliveau made a motion to approve and accept the Slate of Officers as presented. Mr. Jackson seconded, motion passed unanimously.</p>
<p>5</p>	<p><u>Intelligence / Insight</u> <u>Connected Calls to Customers</u> Ms. Alvarez and Mr. Nguyen provided a PowerPoint overview entitled “Contact Center Project” (attachment) and relayed the following information:</p> <p>CSCF has been experiencing a high call volume averaging 37,000 calls a month. At the recommendation of the Community Engagement Committee, staff took a deep dive to analyze these calls by forming an internal Content Analysis Team to function as a dedicated call center during a pilot period occurring over the past few months. The calls were tracked on an Access database, where detailed information was logged such as type of call, where calls were transferred to, etc. This pilot resulted in 75% reduction of duplicate calls per day, 80% decrease in voicemails, and higher customer service. Based on these results, staff reviewed and compared the following three contact center solution options: 1) internal customer build, 2) internal contact center and off-the shelf software, and 3) hybrid external call center. Staff determined the most cost effective and efficient option was internal contact center and off the shelf software, which is included in the IT budget for FY 17-18.</p> <p>Mr. Nguyen added that this option includes various modes of communication, not just via phone but web chat, texting, social media, and email functions to accommodate customers’ preferred method of communication. This contact center will help to improve excellence in customer service, leverage resources with technology and provide customized communication. Mr. Bradley Collor, Director of Career & Youth Services, added this will also allow for more services, including customer referrals to businesses, to be provided virtually vs. coming to the Centers.</p> <p>Mr. Jackson stated with the increase in virtual services it will be important to keep CSCF “visible” -. Mr. Beliveau</p>	

	emphasized that not all individuals are tech savvy and/or do not have tech devices – so it is important to be able to continue provide services to those individuals.	
6	<p>Other Business</p> <p>Mr. Jackson reminded the Board to be sure to file their Form 1 form if they have not done so.</p> <p>Mr. Jackson referred to the proposed Master Calendar of Board and Committee meetings which Ms. Kasal will be sending calendar invites out to the Board accordingly.</p> <p>Mr. Jackson stated a request for sponsorships for upcoming Board meeting space and refreshments for FY 17-18 will be emailed out over the summer. Please respond if you are able to sponsor.</p> <p>Mr. Havard congratulated Ms. Nabors on receiving the 2017 Peter E. Kaiser Leadership Award and Board concurred with a round of applause. Mr. Havard also commended CSCF for exceeding annual placement goal of 3,500 by attaining 3,800 placements. Mr. Havard extended his thanks to CSCF and Ms. Daisy Gray for their support at their mini job fair and identifying candidates – 2 have been hired and 2 in the pipeline for hire.</p> <p>Mr. D’Aiuto extended this thanks to CSCF for their assistant at the Youth Development Conference where 150 youth learned about career opportunities and life skills.</p>	
7	<p>Adjournment</p> <p>There being no other business, the meeting was adjourned at 10:42 am.</p>	

Respectfully submitted,

Kaz Kasal
 Executive Coordinator

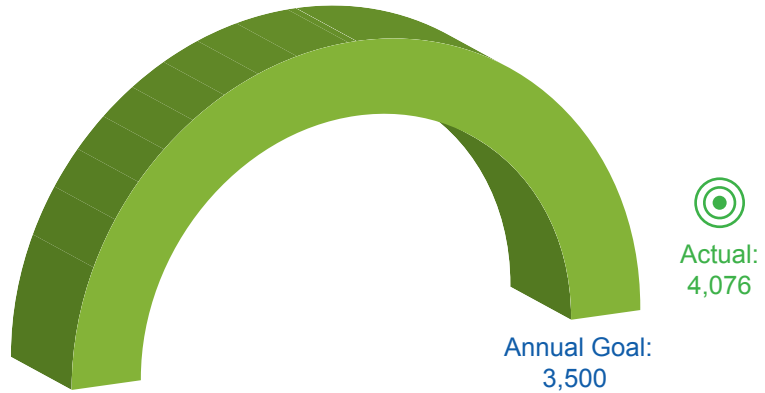


PY 2016 - 2017

OPERATIONS REPORT

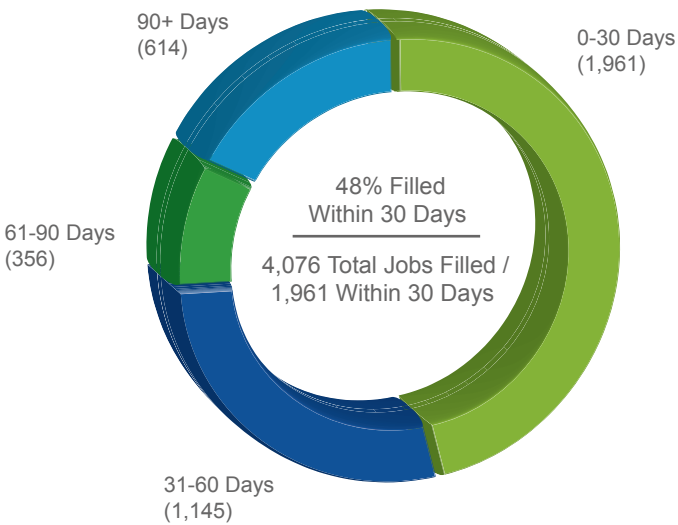
Direct Placements

GOAL: Number of qualified talent placed into CSCF job orders.

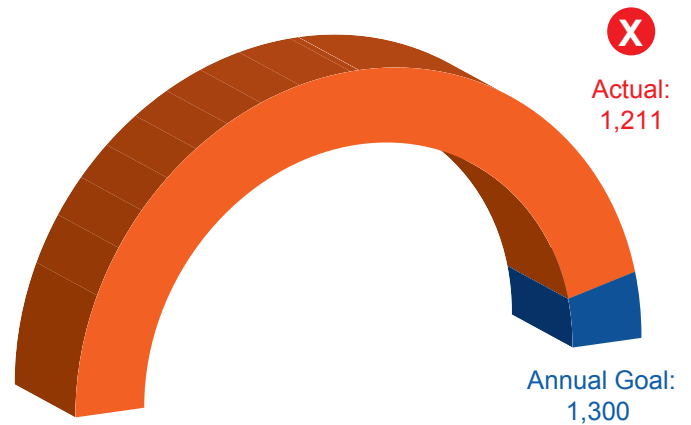


Timeliness in Filling Job Orders

GOAL: 30 Days



Number of Repeat Business Job Orders

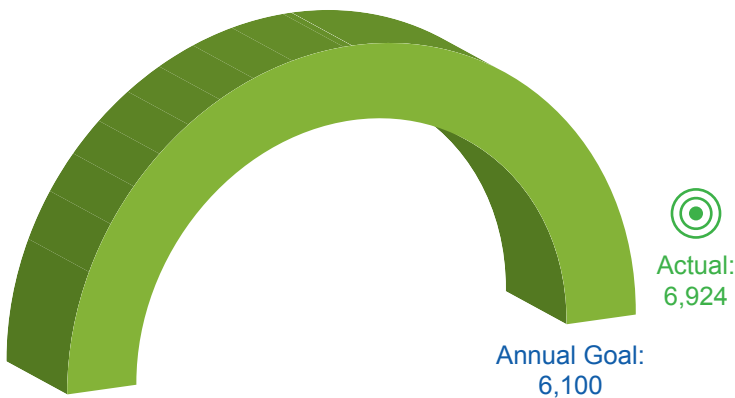


Average Wages on Orders Filled by CSCF:

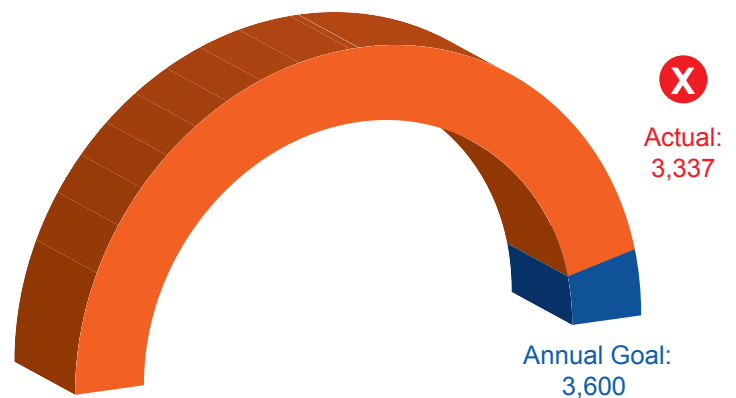
Goal: \$13.00 / Actual: \$10.87



Number of Businesses Using CSCF



Number of Repeat Business Customers

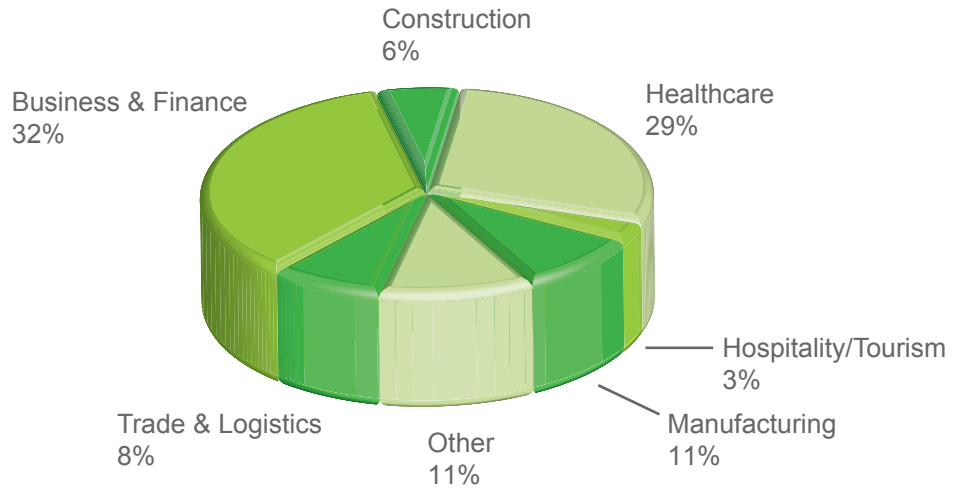


Spending in HGI

GOAL: Increase training opportunities in high growth industries (HGI) to develop skilled talent that meets the needs and expectations of business.

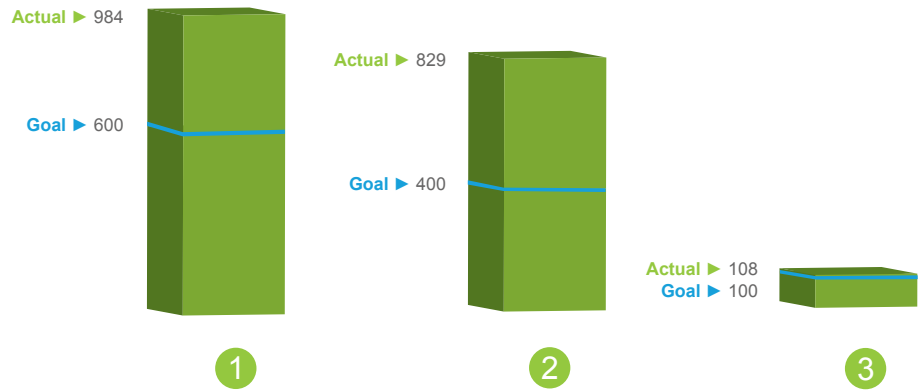
ANNUAL GOAL: 95%

ACTUAL: 89% X

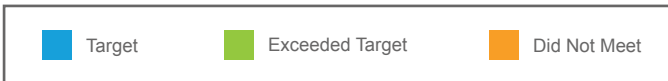


HGI Performance

- 1 Number of HGI Training Completers
**Annual Goal: 600*
- 2 Number of Training Completers in Non-CSCF Jobs
**Annual Goal: 400*
- 3 Number of Training Completers Placed into HGI CSCF Jobs
**Annual Goal: 100*

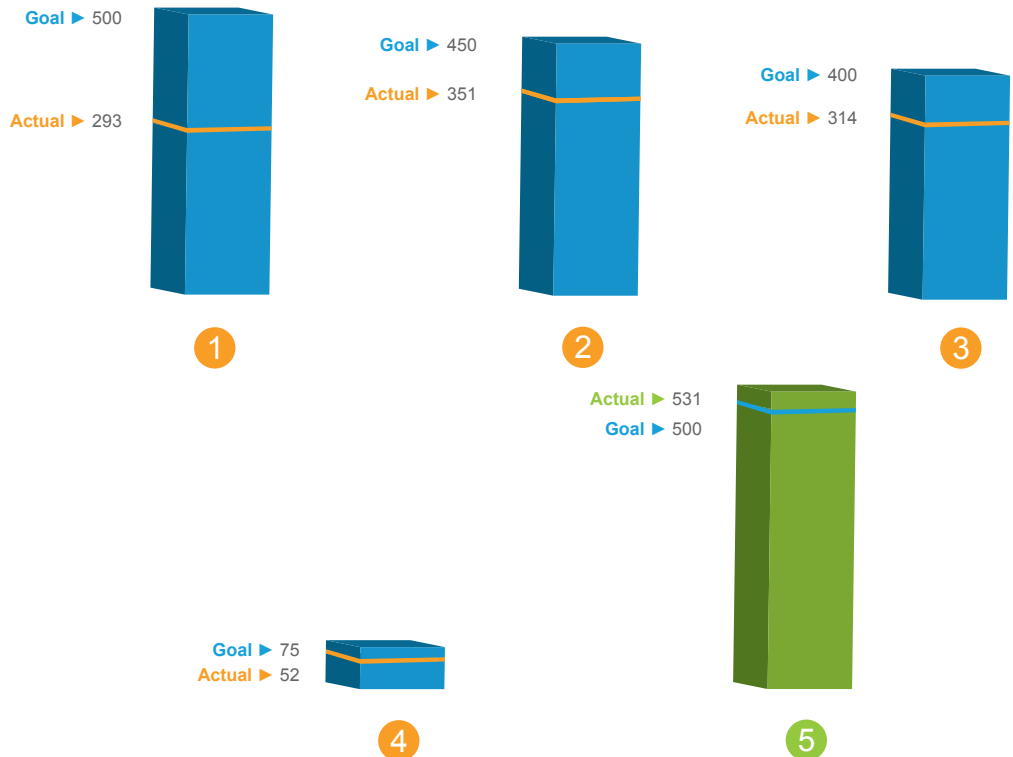


LEGEND



Youth Performance

- 1 Number of Youth Earning Industry or Educational Credential
**Annual Goal: 500*
- 2 Number Entered into Military / Employment / Apprenticeship / Post-Secondary Education
**Annual Goal: 450*
- 3 Number Entering Training in HGI
**Annual Goal: 400*
- 4 Number Earning High School Diploma / GED / Equivalent
**Annual Goal: 75*
- 5 Number of Youth Enrollments:
**Annual Goal: 500*



**CareerSource Central Florida
President/CEO Report
November 3, 2017**

Highlights

Board Development and Strategic Initiatives

- CSCF held its first ad-hoc Revenue Diversity Committee meeting in August to discuss potential diversification strategies. The committee will meet again in November to continue discussions and identify immediate and long-term strategies for new revenue streams.
- The Talent Supply study, conducted with the support of the Florida High Tech Corridor, has been completed. A new dashboard has been created that aligns post-secondary degree completers to occupations, and occupations to the various industries they support. The dashboard allows the Central Florida, Flagler/Volusia, and Brevard regional workforce boards to provide valuable information on the potential talent supply across a nine county area that could support economic development efforts.
- CSCF executives attended a national Department of Labor conference on Rapid Response to learn the many innovative ways workforce boards, economic development, education and government can cohesively support business at every stage of their business cycle.

Internal Process and Systems

- Over 40 managers and emerging leaders completed a six-month leadership program over the summer. The program was custom-built for CSCF and aligned with organizational vision, mission, values, competencies defined in CSCF's Sterling Profile, and four areas of focus previously approved by the Board of Directors.
- Over the past two years, the Safety & Wellness program at CSCF has contributed significantly to decreasing workers' comp claims and healthcare costs including a 7% reduction in health premiums. This year, the Safety and Wellness team will form an educational partnership with Florida Hospital to address areas of concern identified in the organization's health care data, including cholesterol levels and diabetes prevention and control.
- To increase cost savings, CSCF chose not to renew stand-alone scanning equipment with a sole source vendor and instead leveraged the capacity of updated copiers that electronically converts image content so it can be digitally searched. This resulted in not only better security for clients' protected personal information, but also a cash savings of \$75,000 annually.
- CSCF received the Department of Economic Opportunity's 2016-17 programmatic fiscal monitoring report. The annual monitoring reported zero findings or observations, and no areas of non-compliance.

Programs and Performance Outcomes

- CSCF continues to exceed direct placement goals in the first two months of FY 17-18. There were 1,063 reported direct placements, nearly doubling the two month goal of 600. Strong results from Amazon and Home Shopping Network (HSN) recruitment efforts helped achieve these numbers.

- CSCF continues to record high-wage placements. Local Veterans Employment Representatives created a relationship with Aerostar Training Services, and assisted with recruitment efforts for a Ground Simulator Instructor position. Osceola County recruiters sourced and referred a qualified Veteran candidate who was offered the position at an annual salary of \$80,000. Additionally, the team at the Southeast Career Services Center assisted a Welfare Transition client who had been laid off, to transition into a Dentist position earning a salary of \$80,000.
- After looking at data on the training investments made by CSCF it clearly showed individuals who received short-term training successfully completed and found employment at a significantly higher rate than those who chose two year or longer term trainings. As a result, CSCF is focusing training resources this program year on shorter-term occupational training and not funding traditional training providers who did not achieve required performance requirements.
- CareerSource CF funded a very successful summer youth intern program that enhanced state and federal money with outside investments of \$180,000. This year 295 youth across the region worked over 50K hours and earned \$434K in wages. Most young adults just finished their junior year and will be returning to high school, however 27 were seniors and were hired by their worksite employers.
- CSCF has been awarded two new grants:
 - \$182,500 to serve 40 visually impaired adults to learn how to become Customer Care Consultants. Training is in partnership with Lighthouse of the Blind and local Vocational Rehabilitation partners and will include use of adaptive software to teach individuals skills in solving problems, providing solutions and overall customer service via the phone and on line chat modalities. Success requires 85 % to complete training and 85% of completers to become employed in 120 days.
 - \$470,000 to serve 100 individuals who are currently underemployed or unemployed to work in the construction and hospitality industries. The program will leverage direct partnerships with local industry experts, Association of Builders and Contractors and Central Florida Hotel and Lodging Association to ensure participants are being trained based on current and known future industry demands. Success requires 80% of those participating to become employed in either construction or hospitality.

Community Engagement and Outreach

- In the 4th quarter of 16-17, CSCF participated in several high-growth industry events designed to attract talent and engage with industry-specific businesses. These events included:
 - **The Who's Who in Building & Construction Showcase** – this event **hosted thousands of construction professionals**, including contractors, architects, engineers, facilities workers, etc.
 - **Florida Consortium of Metropolitan Research Universities Technology Career Fair** - through this engagement, CSCF **obtained 342 candidate resumes** and interacted with **IT graduates** looking for employment.
 - **Orlando Tech Security Conference 2017** – CSCF was an exhibitor at this event that included **IT-level management** up to Presidents and CIO'S of companies of all sizes, across all industries. The conference consistently **hosts 200-350 registered attendees**.



CareerSource Central Florida Performance Overview

James Finch, *Department of Economic Opportunity*



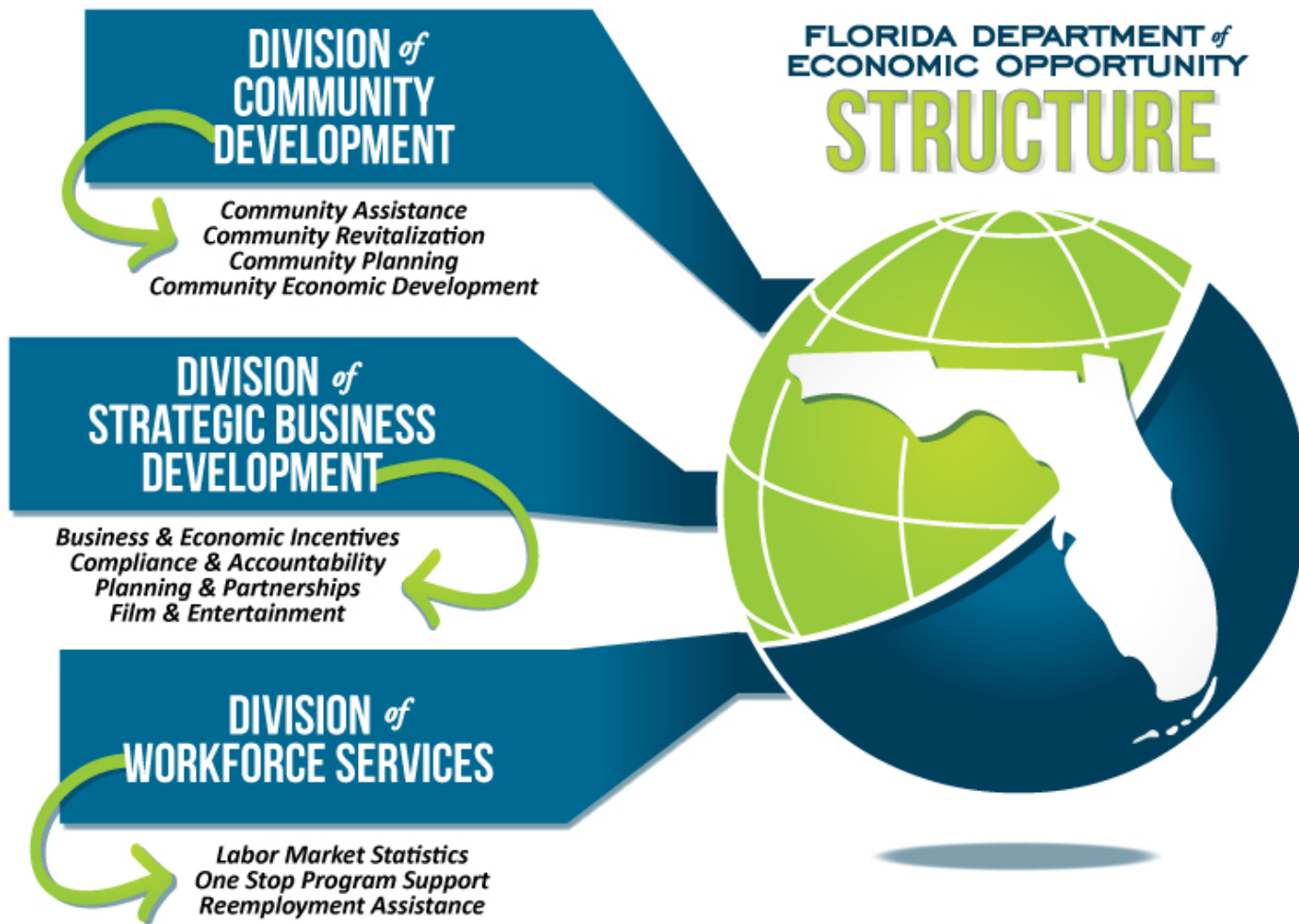
November 3, 2017

Agenda Item 7A

AGENDA

- Who We Are and Why We Are Here
- Workforce Structure and Service Delivery Model
- Financial and Participant Data Overview
- Program Year 2016 – 2017
 - Program Performance
- Programmatic Monitoring and Oversight

WHO WE ARE

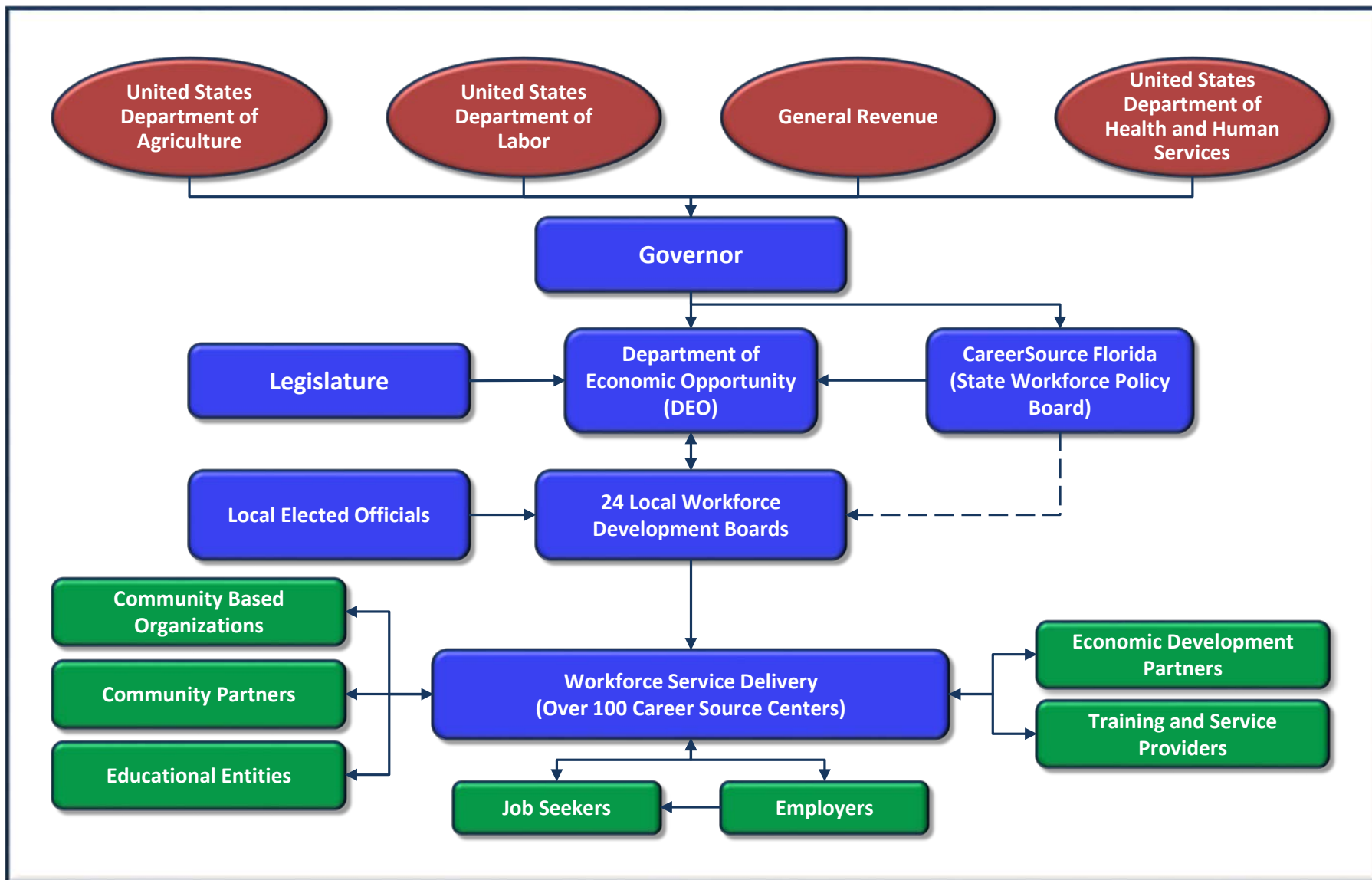


WHY WE ARE HERE

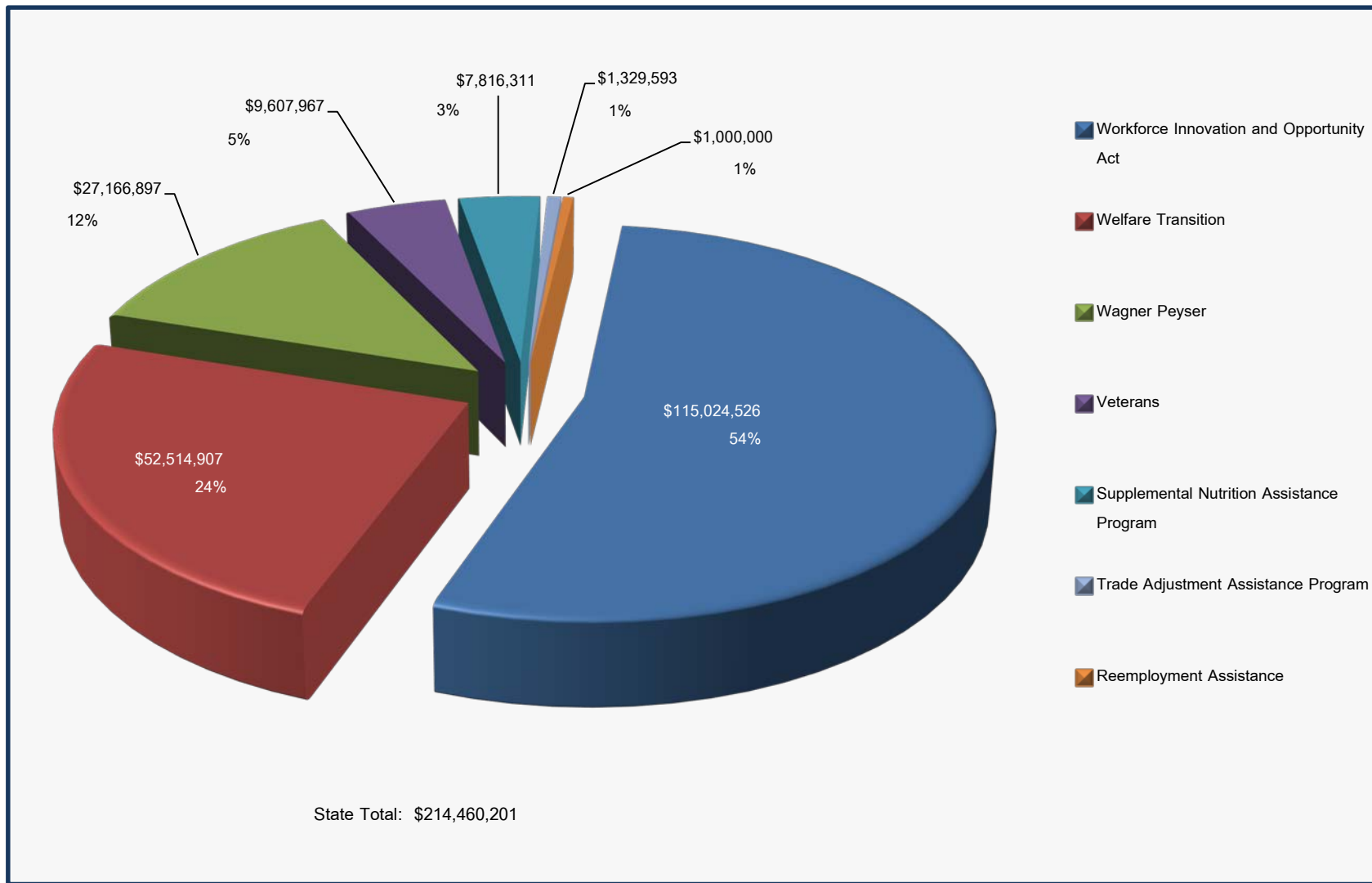
Section 445.007(3), F.S.

- The Department of Economic Opportunity, under the direction of CareerSource Florida, Inc., shall assign staff to meet with each local workforce development board annually to review the board's performance and to certify that the board is in compliance with applicable state and federal law.

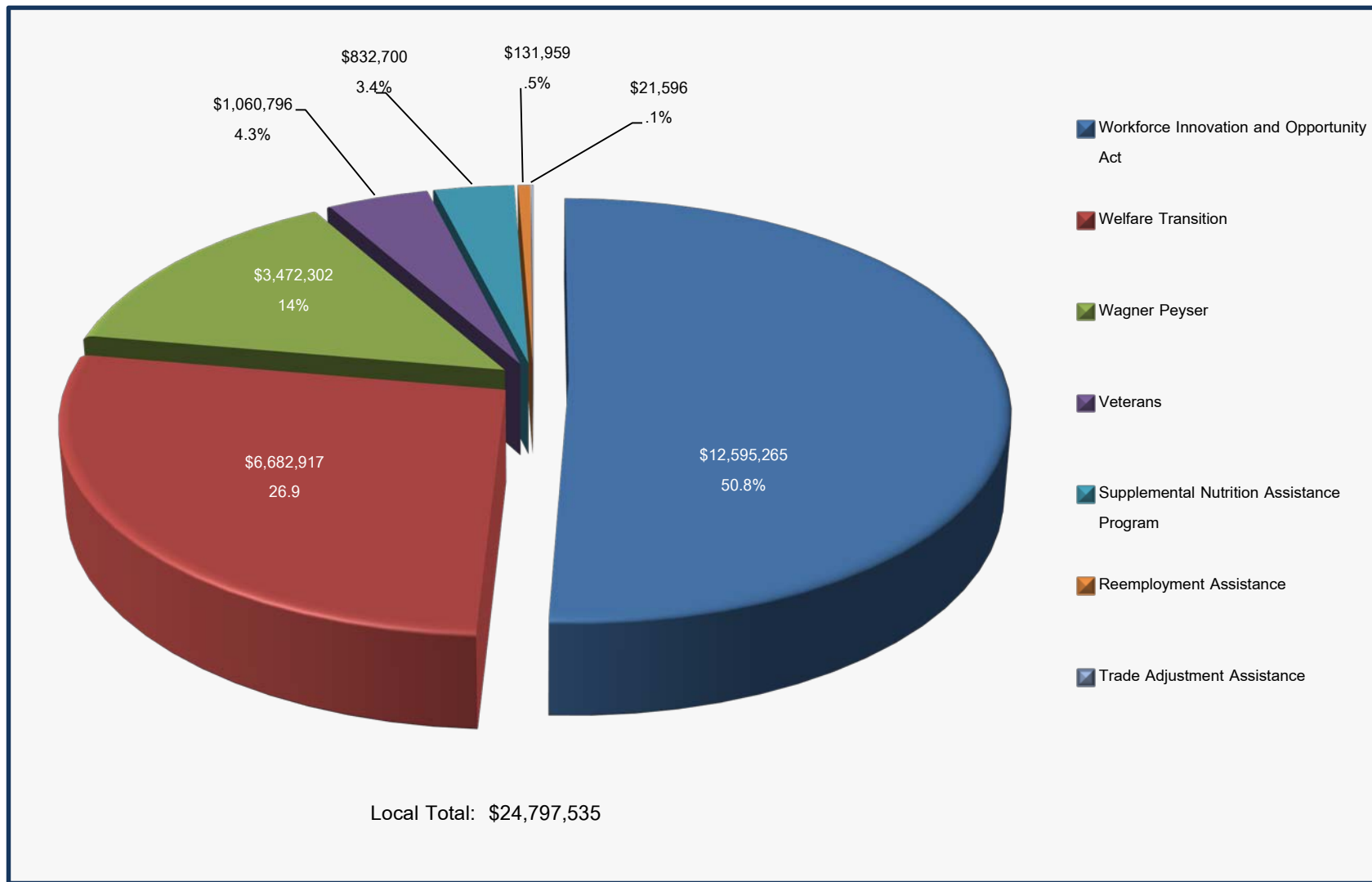
FLORIDA'S WORKFORCE SYSTEM



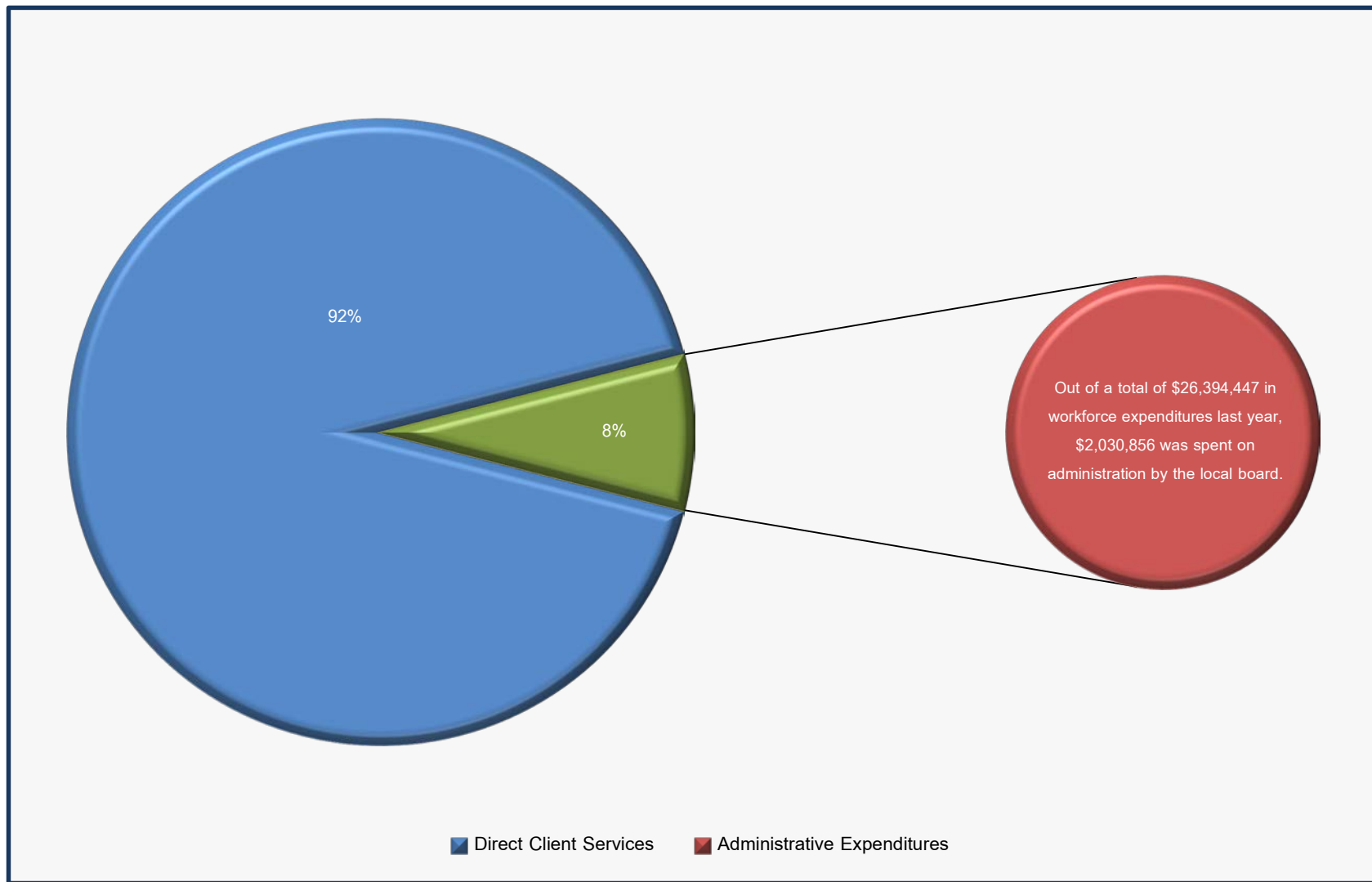
PY 2017-18 TOTAL STATEWIDE FUNDING



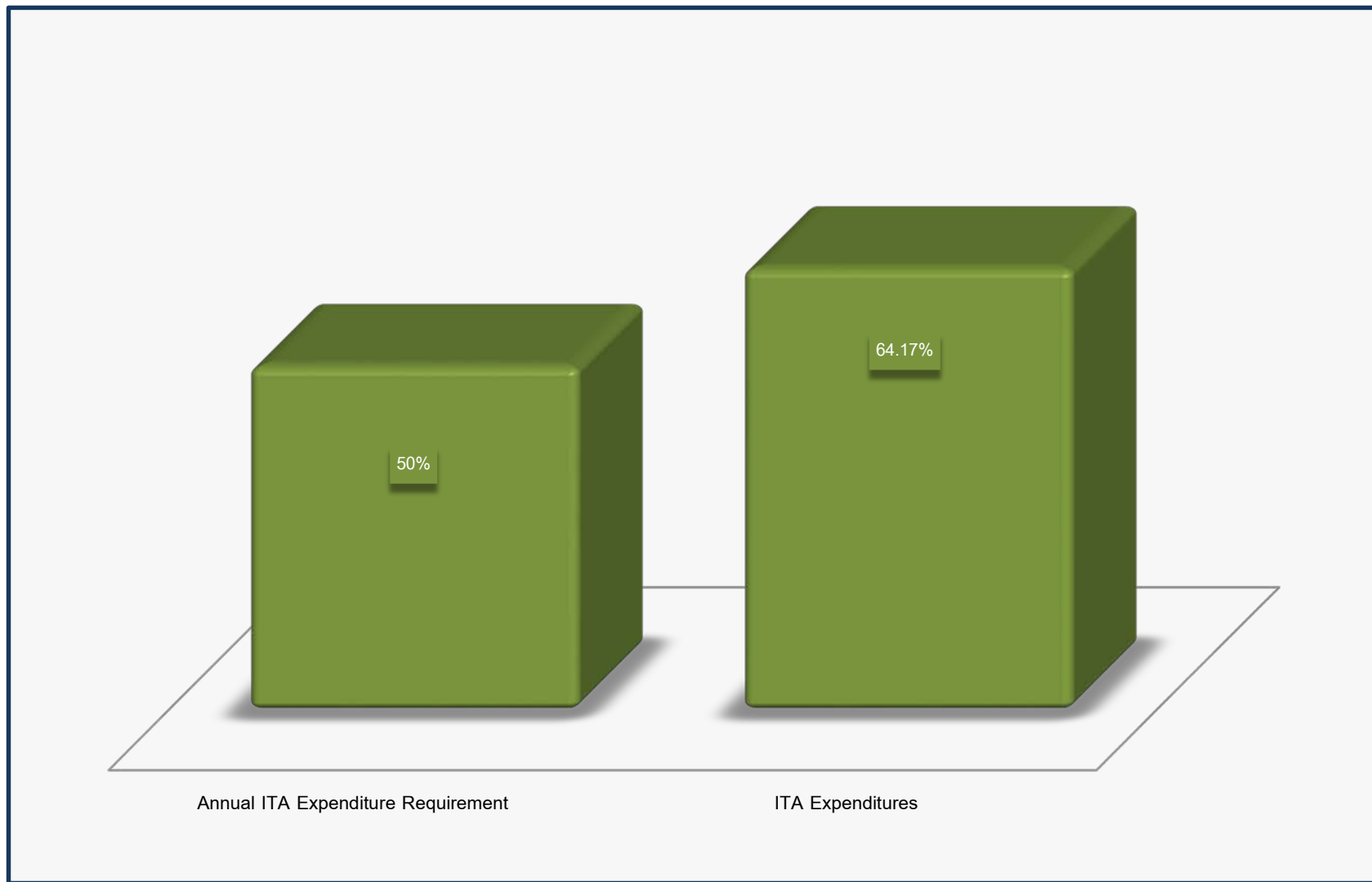
PY 2017-18 TOTAL LOCAL AMOUNT



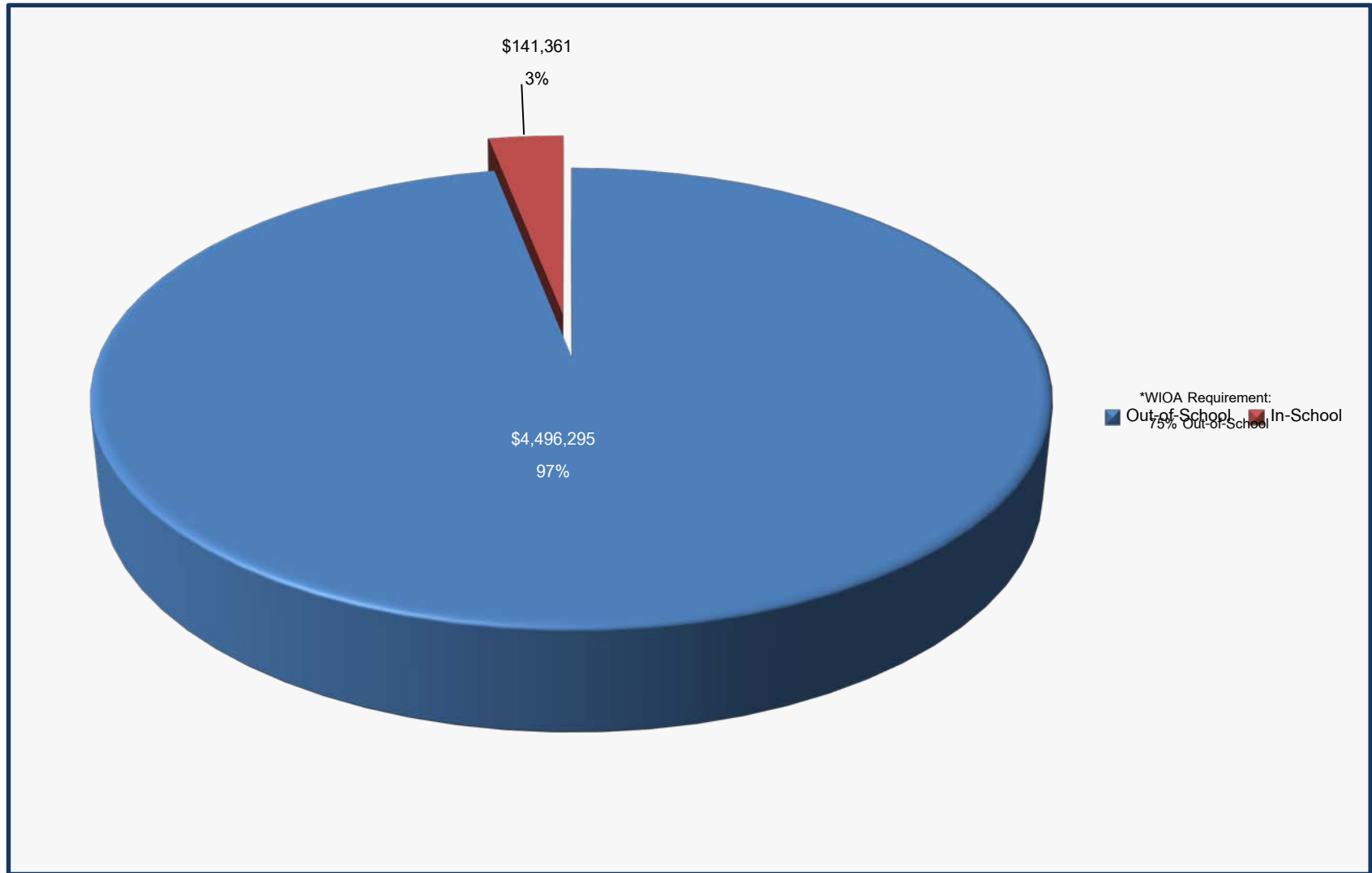
PY 2016-17 DIRECT CLIENT SERVICES & ADMINISTRATIVE EXPENDITURES



PY 2016-17 ITA EXPENDITURE REQUIREMENT



OUT-OF-SCHOOL YOUTH



COMMON MEASURES

- United States Department of Labor (USDOL) mandated report, used as an assessment tool for state workforce systems.
- Common Measures displayed consist of 3 Adult Measures, 3 Dislocated Worker Measures, 2 Youth Measures and 3 Wagner-Peyser Measures.

COMMON MEASURES

2016 - 2017 FLORIDA WORKFORCE COMMON MEASURES – LWDA 12 PERFORMANCE

PY 2016-2017: July 1, 2016 – June 30, 2017 Outcomes

Common Measures	Performance PY 2016-2017	PY 2016-2017 Performance Goals	% of PY 2016-2017 Performance Goal Met	PY 2017-2018 Negotiated Goals	Potential % of PY 2017-18 Goal Met (Based on current performance)
Adults:					
1 Employed 2 nd Quarter After Exit	81.79%	86.00%	95.11%	80.10%	102.11%
2 Employed 4 th Quarter After Exit	65.09%	82.00%	79.38%	76.50%	85.09%
3 Median Wage 2 nd Quarter After Exit	\$6,591.00	\$7,550.00	87.30%	\$7,065.00	93.29%
Dislocated Workers:					
4 Employed 2 nd Quarter After Exit	84.80%	80.00%	106.00%	76.00%	111.58%
5 Employed 4 th Quarter After Exit	62.68%	76.00%	82.47%	74.00%	84.70%
6 Median Wage 2 nd Quarter After Exit	\$8,051.00	\$6,550.00	122.92%	\$6,850.00	117.53%
Youth Common Measures:					
7 Employed 2 nd Quarter After Exit	75.88%	73.00%	103.95%	76.00%	99.85%
8 Employed 4 th Quarter After Exit	70.27%	66.00%	106.47%	69.00%	101.84%
Wagner-Peyser:					
9 Employed 2 nd Quarter After Exit	65.87%	61.00%	107.98%	64.00%	102.92%
10 Employed 4 th Quarter After Exit	63.42%	63.00%	100.67%	66.00%	96.10%
11 Median Wage 2 nd Quarter After Exit	\$5,521.00	\$4,550.00	121.34%	\$4,850.00	113.84%

Not Met (less than 90% of negotiated)

Met (90-100% of negotiated)

Exceeded (greater than 100% of negotiated)

PROGRAMMATIC MONITORING & OVERSIGHT

- Federal law requires the state to develop an oversight system to monitor all workforce programs receiving federal funds.
- DEO, in consultation with CareerSource Florida (CSF), annually develops and implements a process for monitoring LWDAs. Corrective Action Plans to address all findings are required.
- Programmatic and performance monitoring is completed annually.

PY 2016-17 SUMMARY OF LOCAL FINDINGS

Program	PY 2015-16 Findings	PY 2016-17 Findings
Welfare Transition	2	4
Wagner-Peyser (RESEA, MSFW, Career Center Credentialing, MIS)	4	1
Supplemental Nutrition Assistance Program - Employment and Training	0	2
WIOA Adult / Dislocated Worker / Youth	1	0
Trade Adjustment Assistance Act	0	1
Total Findings	7	8

QUESTIONS



ADDITIONAL INFORMATION

For more information, please contact:

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One-Stop and Program Support

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Revised Metric Recommendations

PY 17-18

Agenda Item 7B 7) a)

<p>1. Increase the business community's awareness of the value CareerSource Central Florida provides to the region's employers.</p>	<p>2. Increase the number of individuals employed.</p>	<p>3. Increase training outcomes of talent that meets the needs and expectations of business in high growth industries (HGI).</p>	<p>4. Increase the number of youth who gain industry-relevant skills and/or enter employment, military, apprenticeship, or post-secondary training /education.</p>
<p>Targeted goals:</p> <p>a) # of businesses using CSCF services FY 16-17 Target – 6,100 FY 16-17 Actual – 6,767 FY 17-18 Target – 5,000 **</p> <p>b) # of repeat business customers FY 16-17 Target – 3,600 FY 16-17 Actual – 3,035 FY 17-18 Target – 2,500</p> <p>c) Establish baseline customer satisfaction survey result for continued metrics</p>	<p>Targeted goals:</p> <p>a) # of qualified individuals placed in CSCF job orders FY 16-17 Target – 3,500 FY 16-17 Actual – 3,781 FY 17-18 Target – 4,000</p> <p>b) # of individuals placed into employment NEW METRIC FY 16-17 Actual – 30,214 FY 17-18 Target – 31,500</p>	<p>Targeted goals:</p> <p>a) # of individuals trained in HGIs NEW METRIC FY 17-18 Target – 972</p> <p>b) # of individuals in training placed into jobs FY 16-17 Actual – 1406 FY 17-18 Target – 1450</p> <p>c) Average wages for individuals placed from training into employment NEW METRIC FY 17-18 Target – \$14.23 per hour</p>	<p>Targeted goals:</p> <p>a) # of youth trained FY 16-17 Target - 400 FY 16-17 Actual - 355 FY 17-18 Target – 300</p> <p>b) # youth earning industry or educational credential FY 16-17 Target - 500 FY 16-17 Actual - 387 FY 17-18 Target - 475</p> <p>c) # entered into(positive outcomes):</p> <ul style="list-style-type: none"> • Military • Employment • Apprenticeship (long-term) • Post-secondary education <p>FY 16-17 Target - 450 FY 16-17 Actual - 436 FY 17-18 Target - 450</p>

*Changes from original performance metrics

**Providing more quality business relationships

2016-17 Financial Compliance Monitoring Report
CareerSource Central Florida
Local Workforce Development Board No. 12

Bureau of Financial Monitoring and Accountability
Florida Department of Economic Opportunity

September 6, 2017

107 East Madison Street
Caldwell Building
Tallahassee, Florida 32399
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2016-17 Financial Compliance Monitoring Report
CareerSource Central Florida
Local Workforce Development Board No. 12
Period Reviewed: July 1, 2016 – June 30, 2017

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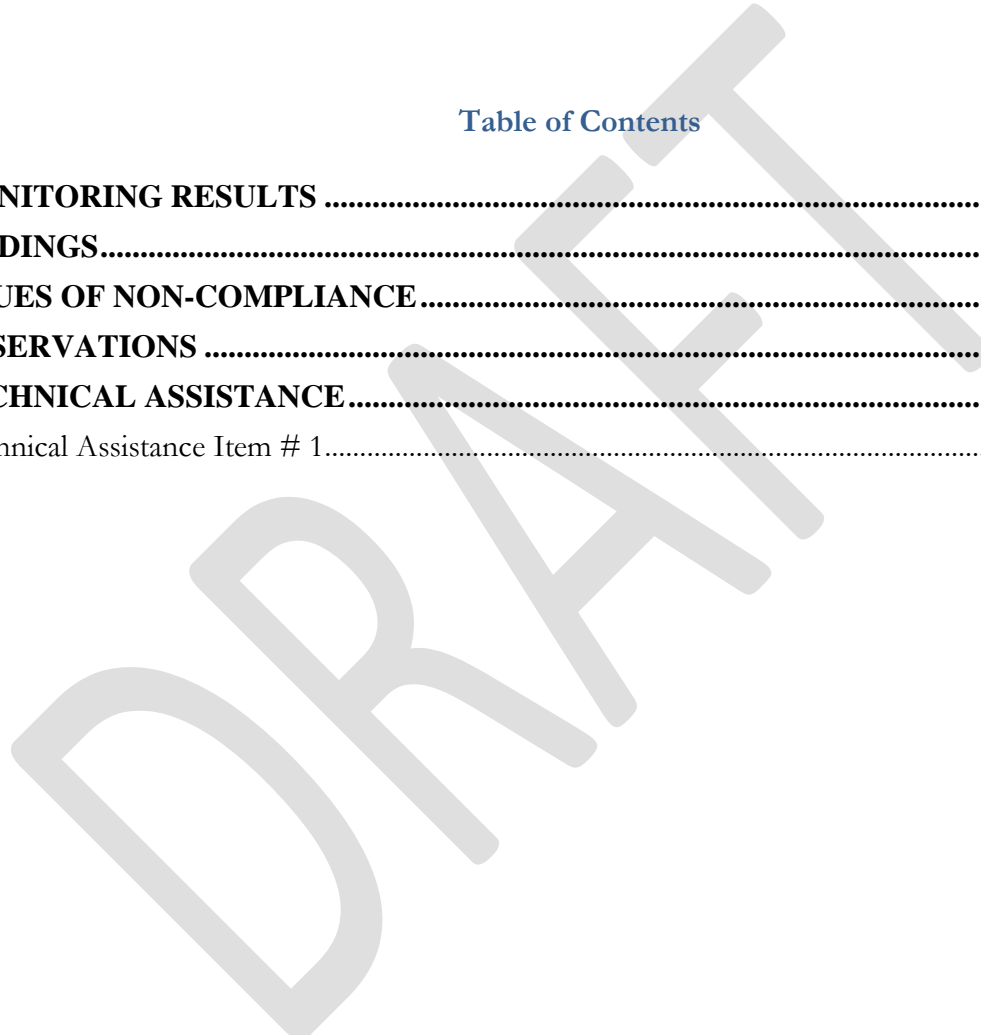
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I. MONITORING RESULTS

The Bureau of Financial Monitoring and Accountability (FMA) performed financial monitoring procedures based on the DEO 2016-17 Financial Monitoring Tool. The monitoring procedures performed included tests of transaction details, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support current year findings, other non-compliance issues and observations. Detailed information for these items is disclosed in the following section of this report.

Summarized below are the results of testing by category as detailed in the DEO 2016-17 Financial Monitoring Tool:

2016-17 Monitoring Results				
Category	Current Year Findings	Current Year Issues of Non-Compliance	Current Year Observations	Current Year Technical Assistance Provided
1.0 – Prior Year Corrective Action Follow-Up	-	-	-	-
2.0 – Financial Management Systems	-	-	-	-
3.0 – Internal Control Environment	-	-	-	-
4.0 – Cash Management and Revenue Recognition	-	-	-	-
5.0 – OSMIS Reporting and Reconciliation	-	-	-	-
6.0 – Prepaid Program Items	-	-	-	-
7.0 – General Ledger and Cost Allocation Statistics	-	-	-	-
8.0 – Payroll and Personnel Activity Report (PAR) Testing	-	-	-	-
9.0 – ETA Salary and Bonus Cap	-	-	-	-
10.0 – Individual Training Accounts (ITAs)	-	-	-	-
11.0 – Purchasing	-	-	-	-
12.0 – Contracting / Contract Monitoring	-	-	-	1
13.0 – Subawarding / Subrecipient Monitoring	-	-	-	-
14.0 – Property Management	-	-	-	-
15.0 – Disbursement Testing	-	-	-	-
Implementation of the Uniform Guidance Regulations	-	-	-	-
TOTAL	-	-	-	1

II. FINDINGS

There were no findings during the current period.

III. ISSUES OF NON-COMPLIANCE

There were no other non-compliance issues during the current period.

IV. OBSERVATIONS

There were no observations during the current period.

V. TECHNICAL ASSISTANCE

Technical Assistance Item # 1

Category: Contracting

One of the four contracts reviewed during monitoring, Lamar Corporation (\$8,100), did not include the required provisions listed in 2 CFR Appendix II to Part 200 – Contract Provisions for Non-Federal Entity Contracts Under Federal Awards. The contract was a vendor prepared document and CareerSource Central Florida (CSCF) did not ensure the required clauses were included. This contract was closed prior to review, so there is no active contract to modify.

Recommendation(s): To ensure compliance with 2 CFR Part 200 Appendix II, DEO recommends that CSCF review all active vendor contracts, CSCF or vendor prepared, to ensure they comply with the criteria set forth in 2 CFR Part 200 Appendix II.



Legislative Strategy “A Story of Impact in Central Florida”

As the Regional Workforce Board for Sumter, Lake, Orange, Osceola, and Seminole counties, CareerSource Central Florida exists to support local businesses in finding, attaining, and retaining a talented workforce, and to help local career seekers find and keep viable employment where they can live and thrive in our community.

CareerSource Central Florida’s Impact on the Central Florida Community – The Value of Workforce:

**To serve Lake, Orange, Osceola, Seminole and Sumter counties from July 2016 to June 2017
CSCF:**

- Received **\$30.2M** to fund Regional workforce initiatives and put Central Florida residents back to work.
- Partnered with over **6,900** local businesses to help find and develop the right candidates for their needs.
- Worked with over **82,197** Central Floridian career candidates - virtually and within 5 full service career centers - to prepare them for employment within high growth, in-demand industries.
- Assisted placing **30,218** Central Floridians into jobs in our community - bringing an influx of **\$683M in new salaries to the region.**
- Spent **\$6.6M** on training to better prepare **1,523** local candidates for new careers. Of those trained, **926** found a job at an average wage of **\$14.58**
- Spent **88%** of its training funding within **growing regional industries that are forecasted to provide new jobs for decades.**
- For every dollar CSCF spent (**\$30.2M**), there was a **return on investment (\$683M in salaries)** to the Central Florida community of **\$22.60.**

High Profile Projects of Impact:

ADP Expansion in Maitland - Placing Central Floridians and Veterans into High Wage Jobs:

CSCF worked with one of the world's largest providers of business outsourcing and Human Capital Management solutions, global powerhouse ADP, to fill high-wage, high-skilled positions.

- CSCF was selected as a local recruitment partner by ADP to fill highly skilled professional positions.

- **54** of CSCF's prescreened candidates were placed into employment with ADP at wages between **\$39,500 and \$92,000 annually**. At an **hourly** average wage of **\$24.05**, which is **62% higher** than CSCF's average placement salary goal of \$15 per hour.
- Seven **of the placed** candidates were **Veterans**. The **average annual salary for the placed veterans** was **\$58,611.43**.
- The wages earned by these 54 people brought **\$2.7M** in new wages to the Central Florida economy.

Amazon Expansion - Rapidly Meeting the Needs of a National Logistics Industry Leader:

- CSCF began a relationship with Amazon in April of 2017 and facilitated 16-20 targeted recruitment events.
- This partnership resulted in the **placement of 692** Central Floridians into Sorting Associate positions.
- The wages earned by these 690 people will bring over **\$15M in new wages** to the Central Florida economy.

CareerSource Central Florida – Meeting the Needs of Local County Businesses:

- In 2015, CSCF was called upon by **Agromillora Group**, an international agri-business company to assist in expanding its local operation in Sumter County.
- Prior to its expansion to Central Florida, CSCF began a partnership with the company to provide internship services and on-the-job training options.
- CSCF delivered **24 internship/on-the-job training** candidates, 16 were hired – resulting in a **67% placement rate**.
- The **economic impact** of these annualized wages **on the Sumter County economy** was over **\$316,000**.



Creating Talent Supply for the Future

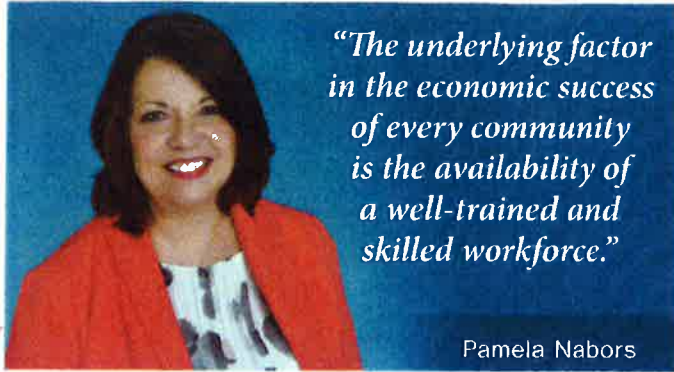
By Jack Roth

Central Florida is home to a young, well-educated and diverse workforce, but when it comes to the technology, manufacturing and construction sectors, coordinated and sustained efforts are required to meet growing workforce needs.



With major growth in its manufacturing, technology and construction sectors, Central Florida continues to blossom as a diverse economic region fueled by innovation, an entrepreneurial spirit and strategic partnerships. However, the future success of these sectors hinges on workforce development and whether or not the region's growing talent pool can be aligned to the needs of these industries.

“The underlying factor in the economic success of every community is the availability of a well-trained and skilled workforce,” said Pamela Nabors, president and CEO of CareerSource Central Florida. “Every business needs a diverse talent pipeline to succeed and help the local economy thrive.”



“The underlying factor in the economic success of every community is the availability of a well-trained and skilled workforce.”

Pamela Nabors

Starting Early

Nabors, who works in unison with CareerSource Brevard and CareerSource Volusia, says new technologies and opportunities in these industries have sparked a vibrant debate around traditional college versus technical education. Within these sectors, which overlap as far as skill sets are concerned, exists an array of career opportunities stretching far beyond minimum wage jobs.

“If you expose middle and high school kids to the value of these industries beyond what they may think,” she said, “you pique their interest and expand their career options. This message must also reach parents and guidance counselors.”

CareerSource partners with K-12 public schools throughout the region to conduct summer youth intern programs, which focus on identifying placements in these sectors and what might be out there beyond traditional jobs. It also partners with local chambers and businesses to put kids in spaces where they can be exposed to different opportunities.

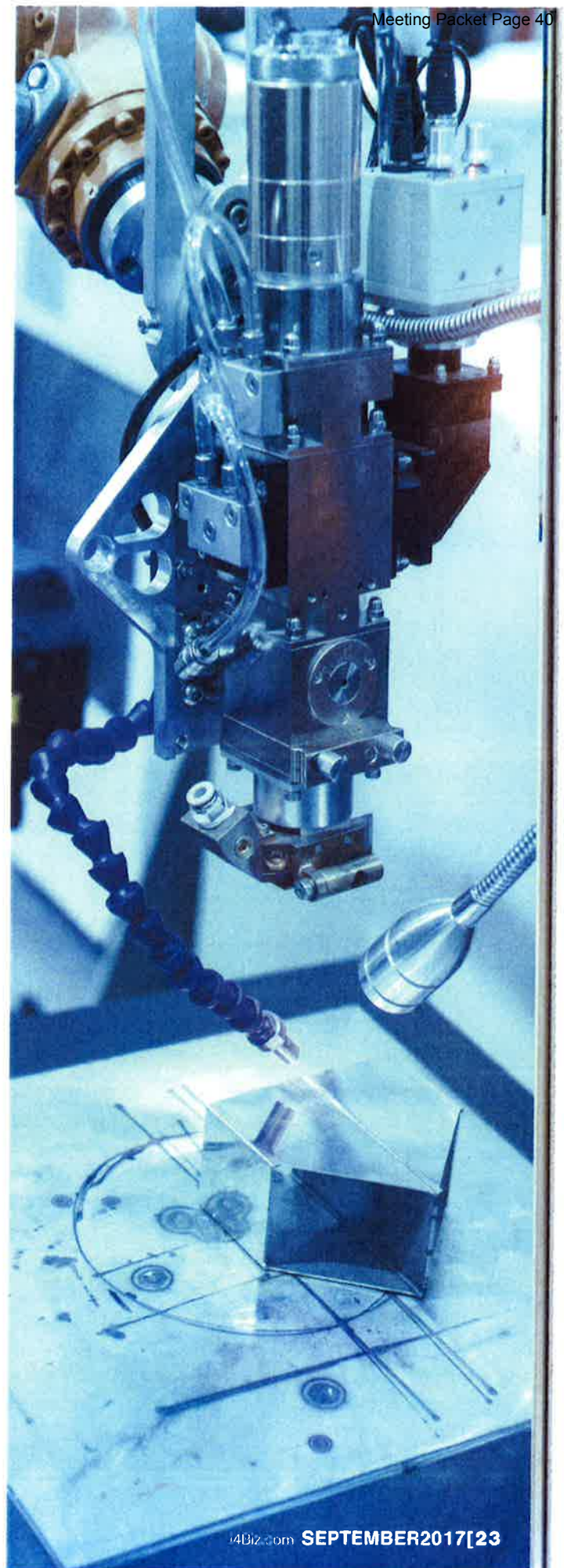
“I’m certainly not knocking bachelor’s degrees, but you don’t necessarily need one to have a good career, and some young adults have no choice but to go from high school directly into the workforce,” said Nabors. “The good news is there are options to acquiring education and skill sets within these industries.”

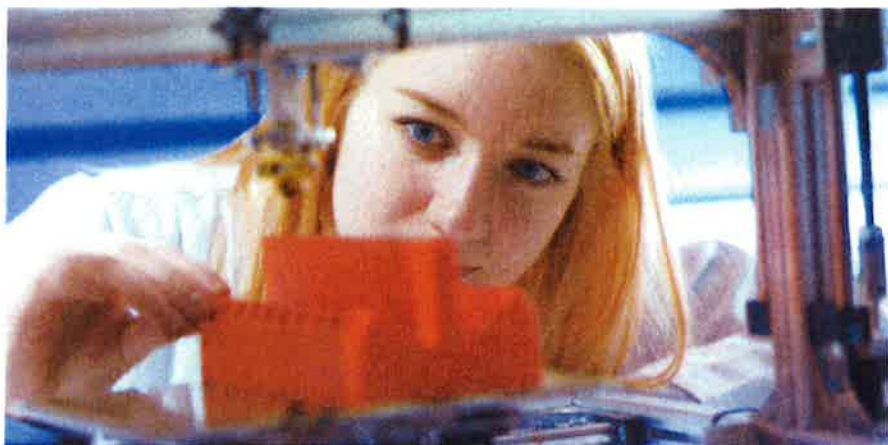
CareerSource recently conducted a study with UCF on talent supply from 58 academic partners — including trade schools, certificate programs, technical schools and traditional universities in nine counties — and found there are approximately 250,000 students in the academic pipeline, with 75,000 of them credentialed at some level.

“The key is aligning these 75,000 to sectors of interest,” said Nabors. “We need to reach out to stakeholders, including regional manufacturers, construction and tech companies, and local career development organizations. Let’s match these individuals with the companies requiring their skill sets.”

Attracting Young Talent

An entire generation of manufacturing and construction professionals is getting ready to retire, and the ability to attract the next generation into these fields is critical to their growth and success in the region. ▶





“Kids may not realize they can become production and 3D printer technicians, computer programmers, IT experts, welders, construction managers, engineers and more.” – Lynda Weatherman

Lynda Weatherman, president and CEO of the Economic Development Commission of Florida’s Space Coast, takes an “image and attract” strategy when working with local businesses and institutions to build a sustainable talent pipeline. By showing kids how dynamic these industries are, as well as the diverse career opportunities they provide, interest is heightened.

“We have the schools and businesses to train and attract talent, but we need to shine a light on the various jobs available in these sectors,” explained Weatherman. “Kids may not realize they can become production and 3D printer technicians, computer programmers, IT experts, welders, construction managers, engineers and more.”

Weatherman stresses that a critical aspect of economic development is also attracting businesses considering relocation. “Having a strong workforce is a deciding factor in their decision process,” she said. “They look at support infrastructure and quality of life, but they need talented people.”

Businesses Get Involved

In order to help build the workforce they desire, companies need to be proactive in not only recruiting, but also in connecting with local resources. Nabors encourages businesses to connect with CareerSource and create internship opportunities to get younger people interested in what they do. The goal is to grow internships in the region. She also encourages businesses to get their employees involved with Junior Achievement and other local organizations that have career awareness or job shadowing programs.

“If someone has soft skills (work ethic, enthusiasm, etc.), we can screen for these and work on crafting additional skills,” she said. “Just because someone doesn’t have a degree in manufacturing or technology doesn’t mean they can’t make great employees with a little training.”

The EDC of Florida’s Space Coast also works with local companies and schools to engage young people. Incorporating STEM courses in middle and high school is important, but having kids experience manufacturing or technical operations first-hand is effective. “When they visit these businesses and see how cool it is to manufacture something or create an advanced technology, they want in,” said Weatherman.

Regional Awareness

Organizations such as CareerSource Central Florida and the EDC of Florida’s Space Coast have a foundational goal to develop a technical workforce. The fact the region is aware of the need for a robust talent pipeline in these sectors is an important foundation to build on because consensus is critical for this pipeline to exist.

Nabors sees our regional workforce resources as arrows pointing in different directions that need to be pointing in the same direction, or at least in a couple of specific, more defined ones. “The key is getting everyone working together,” she said. “We need a common understanding across all sectors — government, education, independent, non-profit and business — that the strength of our workforce represents our community’s competitive edge.”

Weatherman agrees the region’s recognition of the challenge is important. She believes local universities such as Florida Tech, Florida Institute of Technology, Embry Riddle, UCF and others are doing a great job educating young people in technology, engineering and manufacturing. Connecting them to these growing industries, and keeping them here is where the rubber meets the road.

“Every community has workforce challenges, but it’s the ones who make a concerted effort to educate, connect, retain and recruit talent that overcome these challenges,” said Weatherman. “As a region, we’re definitely headed in the right direction.” ♦